Thriving in Tough Times Through Collaboration

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Who We Are...

- The Priddy Library is part of the Universities at Shady Grove, which is part of the University of Maryland.
- The library supports academic activities of faculty and students from the nine partner institutions.
- Our objectives are to:
  - Excel through vision, and collaboration under budget constraints.
  - Develop low-cost tools to improve customer service and decision making.

Thriving Through Collaboration

- Discussed challenges, identified collaboration opportunities, and brainstormed solutions
- Discussed ideas and project outlines for developing solutions with iSchool graduate students
- Environmental scan – collaboration with UMBC Organizational Psychology Department - a graduate student's capstone project study based on observation, survey, focus group, and interviews
- Library project integration into student assignments – collaboration with UMD Communication Program – students developed brochures, flyers, and videos to market library services as their assignment

Collaboration Partners:
UMD COMM

Interactive Dashboard

- Merged Service Desk Pilot Study is underway in collaboration with UMBC Industrial Psychology graduate student.
- Priddy Library offers internship opportunities for the graduate students in iSchool – A great opportunity for students to gain valuable practical experience!

Usability Study

- Developed and implemented three solutions - Course Reserve System, Equipment Management System, and an iPad-Based Statistics System with very little additional cost to the organization
- Opportunities for staff to grow professionally
- Streamlined staff workflow
- Facilitated evidence-based decision making
- Enabled library to serve larger clientele with minimum staffing
- Improved library visibility across the organization
- Opportunities for students to gain valuable real life experiences – more competitive for the job market

Challenges

- Limited resources
- Increased student enrollment
- Increased number of people visiting library
- Increased demand for library services

Developing Solutions

Customized online course reserve system: A product of collaboration with MIM Program

- User-friendly application
- Sends acknowledgement to faculty and notifies library staff about the course reserve request submission
- Serves faculty from all 9 partner institutions
- Allows prompt response to faculty inquiries
- Provides efficient workflow and increased productivity

Equipment Management System: Staff are developing application - professional development pays off

- Allow patrons to view equipment availability
- Served mediated equipment booking
- Patron notification feature upon equipment reservation
- Modify or delete reservation based on priority
- Synced with ALEPH

Course Reserves System:
https://github.com/MadhuSingh/Reserves_System.git

Equipment Management System:
https://github.com/MadhuSingh/Equipment_Management_System.git

iPad-Based Statistics Application:
https://github.com/MadhuSingh/Stats_Database.git

Resources

Conclusions

- Technologies used:

Acknowledgements

- Irene Munster – Priddy Library Director
- Dr. Gary White – Associate Dean, Univ. Maryland Libraries
- Dr. Vedat Diker – iSchool Faculty & MIM Program Director at USG
- Dr. Kathy Weaver – iSchool Faculty
- Siddharth Chokasi – Graduate Student
- Rikin Parekh – Graduate Assistant
- Ambarish Dongre – Graduate Assistant
- Vikesh Chauhan – Graduate Assistant
- Abha Molri – Graduate Assistant
- Katie Chan – Libr. Technician (now at NLM)